

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No. : 10/052,577 Confirmation No.: 7360  
Applicant : Brent MAGOUIRK et al.  
Filed : January 18, 2002  
TC/A.U. : 3623  
Examiner : Johnna Loftis  
Docket No. : P68364  
For : CUSTOMER MANAGEMENT SYSTEM

**Mail Stop Amendment**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

April 28, 2008

**AMENDMENT UNDER 37 CFR §1.111**

Sir:

In reply to the outstanding Office Action mailed on October 31, 2007, reconsideration of the above-identified patent application is respectfully requested in view of the remarks on the pages that follow.

This Response is being timely filed. The Office Action sets a three-month shortened statutory period not expiring until January 31, 2008. Applicant respectfully petitions for a three-month extension of time and has included the required fees, thus making the

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Response due by April 30, 2008. The Patent and Trademark Office is hereby authorized to charge any fees necessary to preserve the pendency of this application or credit any overpayment to deposit account No. 50-2929, making reference to Attorney Docket No. P68364.

**Amendments to the Claims** are reflected in the listing of claims that begins on page 3 of this Amendment.

**Remarks/Arguments** begin on page 12 of this Amendment.